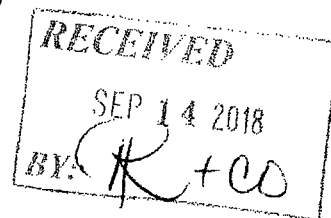


**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**  
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007  
PHONE (602) 364-1PET (1738) FAX (602) 364-1039  
VETBOARD.AZ.GOV



**COMPLAINT INVESTIGATION FORM**

*If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian*

PLEASE PRINT OR TYPE

**FOR OFFICE USE ONLY**

Date Received: Sept. 14, 2018 Case Number: 19-25

**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian/CVT: Dr. Christopher Zetye  
Premise Name: License #6056  
Premise Address: 4380 N Miller Rd,  
City: Scottsdale State: AZ Zip Code: 85251  
Telephone: (480) 429-4519

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT\*:**

Name: Scott Sloan  
Address: [REDACTED]  
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]  
Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

**C. PATIENT INFORMATION (1):**

Name: Apple

Breed/Species: Long haired chihuahua

Age: 2 Sex: F Color: White

**PATIENT INFORMATION (2):**

Name: \_\_\_\_\_

Breed/Species: \_\_\_\_\_

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

*Please provide the name, address and phone number for each veterinarian.*

Dr. Christopher Zetye  
4380 N Miller Rd, Scottsdale, AZ 85251  
(480) 429-4519

**E. WITNESS INFORMATION:**

*Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.*

Audio recorded treatment session

**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature:  Scott Sloan

Date: 9/10/18

**F. ALLEGATIONS and/or CONCERNS:**

*Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.*

**SEE ATTACHED COMPLAINT**

[tracy.riendeau@vetboard.az.gov](mailto:tracy.riendeau@vetboard.az.gov)

I took my dog Apple to Dr. Zetye for a teeth cleaning 9/7/2018. Apple was picked up at approximately 3pm that day. Apple was lethargic and demonstrated decreased gait and walking endurance that day and evening. There was **NO** consult by the Doctor or any medical personnel upon pick up, only a list of instructions. When one performs a service, results are typically shown to the PAYING customer. **Unacceptable!** Petsmart video available.

The morning of 9/8/2018 Apple woke up; her LEFT leg was still in its wrapping. Apple growled at me and bit me when I touched her. This is abnormal for my puppy. I immediately called Banfield at Petsmart Miller Rd.

**Kari** told me over the phone I could only see a **nurse** as Dr. Zetye was in surgery "**Under Anesthesia**". I arrived at Petsmart Miller Rd and was taken immediately to a room. Kari called in "**Lauren**", A VETERINARY "STUDENT", **not** a nurse whom Kari told me on the phone I would see.

I explained to the "STUDENT" the concern of my dog biting me and growling at me (20 HRS) after the **invasive** procedure. The "STUDENT", then proceeded to lecture me on her infallible medical skills as a "STUDENT"

3:55 "STUDENT" STATES "THIS IS WHATS GOING TO HAPPEN".

**WHO IN THE HELL DOES THIS "STUDENT" THINK SHE'S TALKING TO**

4:13 "STUDENT" LAUREN **ADMITS** TO PUTTING IN CATHETER AND TAKING IT OUT???

- WHY IS A STUDENT PERFORMING THIS PROCEDURE???
- **WHO WAS SUPERVISING THIS "STUDENT"???????**
- DID THIS "STUDENT" PERFORM THIS PROCEDURE **INCORRECTLY???**
- BASED ON THE FACT I HAD TO BRING MY ANIMAL IN AFTER THE **INVASIVE** PROCEDURE, "**IN PAIN**" AND BITING ME, PHYSICAL AND VISUAL EVIDENCE DEMANDS **YES**.

BASED ON THE STUDENTS OWN ADMISSION OF PERFORMING THE ABOVE MEDICAL PROCEDURE, SHE WAS IN A **\*\*\*\*\*CLINICAL ROTATION\*\*\*\*\***. A "VOLUNTEER" WOULD NOT BE ALLOWED TO PERFORM SUCH AN INVASIVE PROCEDURE SUPERVISED OR NOT.

**I KNOW A LITTLE BIT ABOUT CLINICAL ROTATIONS. I AM A BOARD CERTIFIED PHYSICAL THERAPIST ASSISTANT.**

**WHO WAS SUPERVISING THIS STUDENT WHILE ZETYE IS PERFORMING THE CLEANING???**

**WHO WAS SUPERVISING THIS "STUDENT" DURING THIS MEDICAL PROCEDURE????**

At 4:42, the dog **GROWLED** at the "STUDENT" when the "STUDENT" attempted to touch its leg. The "STUDENT" then suggested a muzzle.

4:54 "FAST TO TAKE IT OFF"

Why is this "STUDENT" **RIPPING OFF** A BANDAGE WITH A DOG WHO IS CLEARLY IN PAIN, FIGHTING AND GROWLING???

**WHO IS SUPERVISING THIS STUDENT?**

**WHERE IS THE "STUDENTS" CLINICAL INSTRUCTOR???**

- **WATCHING ON A VIDEO CAMERA DOES NOT COUNT AS "DIRECT SUPERVISION".**

THE ANIMAL WAS IN PAIN!!!!!! WHY WASN'T A CLINICAL INSTRUCTOR IN THE ROOM TO ASSIST AND SUPERVISE?????

5:18 I stated "**WHINCING IN PAIN WHEN SHE MOVES**"

THE MOMENT I MADE THIS STATEMENT THE "STUDENT" SHOULD HAVE USED CRITICAL THINKING SKILLS AND SURMISED SOMETHING MIGHT BE **VISCERALLY** WRONG WITH THE ANIMAL, AND OBTAINED ASSISTANCE FROM THE DOCTOR OR CERTIFIED MEDICAL PERSONNEL. INSTEAD I RECEIVED A **DEFIANT ARROGANT OBNOXIOUS** ATTITUDE AND ...

SUBSTANDARD CARE FROM THAT "STUDENT".

POOR JUDGEMENT AND CRUELTY AGAINST THIS ANIMAL!!!! **WHY WASN'T A CLINICAL INSTRUCTOR AVAILABLE TO SUPERVISE THIS "STUDENT"?**

[ A DOCTOR, OR EVEN A **NURSE** WOULD HAVE IMMEDIATELY SURMISED POTENTIAL TRAUMA TO THE LEG AND PERFORMED AN EXAM **WITHOUT** CAUSING FURTHER TRAUMA!!!! ]

**POOR JUDGEMENT AND CRUELTY TO MY ANIMAL BY THIS "STUDENT"**

**WHERE IS THE CLINICAL INSTRUCTOR FOR THIS "STUDENT"?**

**GROSS NEGLIGENCE BY THE "STUDENT" AND NO SUPERVISION BY DR. CHRISTOPHER ZETYE**

5:47 with MUZZLE ON DOG, GROWLED AGAIN AS IT'S LEG IS TOUCHED.

5:57 BANDAGE \*\*\*\*\***RIPPED OFF**\*\*\*\*\* DOGS LEG BY "STUDENT".

Hear the "STUDENT" calming the dog; THE "STUDENT" DIDNT UNWRAP BANDAGE, DIDNT CUT OFF BANDAGE... **BUT \*\*\*RIPPED BANDAGE OFF\*\*\* THE DOG CAUSING MY DOG MORE PAIN WITH A MUZZLE ON!!!!**

\*\*\*\*\***DID THAT MUZZLE KEEP MY DOG FROM MAKING ANY NOISE THAT COULD DESCRIBE FURTHER INJURY????\*\*\*\*\***

**GROSS NEGLIGENCE AND CRUELTY TO MY ANIMAL BY THAT  
"STUDENT"**

**WHY WASN'T A CLINICAL INSTRUCTOR AVAILABLE TO SUPERVISE  
THIS "STUDENT"????**

7:15 "STUDENT" STATES WHAT IS GOING TO HAPPEN IF LEG CONTINUES AS IS, THEN REFRAINS AND CONTINUES TO **DEFLECT** FROM POSSIBILITY OF WRONGDOING BY STAFF WITH "**SUBJECTIVE**" STATEMENTS THAT SHE, THE "STUDENT" OR ANYONE ELSE DID ANYTHING WRONG.

7:45 "I START BACK TO SCHOOL SOON".

**"STUDENT" WAS IN A \*\*\*\*\*CLINICAL ROTATION\*\*\*\*\* THUS UNDER THE  
DIRECT SUPERVISION OF DR. CHRISTOPHER ZETYE.**

**WHY WASN'T A CLINICAL INSTRUCTOR AVAILABLE TO SUPERVISE THIS  
"STUDENT"????**

8:40 "STUDENT" ADMITTED TO PRIOR "**BRUISED**" and **SORENESS** OF LEG, FROM INVASIVE PROCEDURE; THE "STUDENT" **STILL** RIPPED OFF THE BANDAGE.

**"STUDENT" NEVER VERBALIZING SHE WAS GOING TO RIP OFF BANDAGE.  
IF "STUDENT" HAD VERBALIZED HER INTENT I WOULD HAVE SAID NO!!!!**

**IF I AS A BOARD CERTIFIED PHYSICAL THERAPIST ASSISTANT RIPPED OFF  
A BANDAGE OR TOUCH A PATIENT WITHOUT A VERBAL QUEUE, KNOWING  
THE PATIENT HAD \*\*\*\*\*MICROTRAUMA\*\*\*\*\* FROM A 20 HOUR OLD  
\*\*\*\*INVASIVE\*\*\*\*\* PROCEDURE, I COULD BE ACCUSED OF ASSAULT  
AND/OR SUED!**

**THE "STUDENT" INFLICTED PAIN ON MY DOG WITH NO ONE AROUND TO  
SUPERVISE THAT "STUDENT".**

**POOR JUDGEMENT AND CRUELTY TO THAT ANIMAL.**

9:44 "STUDENT" ATTEMPTS TO DEFEND HER POSITION THAT CANNOT BE DEFENDED WITH PHYSICAL AND VISUAL EVIDENCE STATING **THE CONTRARY.**

10:07 "STUDENT" **ADMITS** TO VISUAL "**BRUISE**" ON DOGS (LEFT) LEG (WHERE CATHETER WAS INSERTED) ...

**A "BRUISE", AND SHE \*\*\*\*\*RIPPED OFF\*\*\*\*\* SAID BANDAGE CAUSING MY  
DOG PAIN ...**

**POOR JUDGEMENT BY THAT \*\*\*UNSUPERVISED\*\*\* VETERINARY  
"STUDENT", CRUELTY TO THAT ANIMAL.**

**WHERE WAS THE CLINICAL INSTRUCTOR??? WHY WASN'T THAT "STUDENT" SUPERVISED???**

WHAT IF THAT DOG HAD A DISLOCATED LEG? RECALL I STATED THE DOG WAS "WHINCING" WHEN SHE MOVED AT HOME.

**POOR JUDGEMENT, CRUELTY TO MY ANIMAL!**

**WHERE IS THE "STUDENT'S" CLINICAL INSTRUCTOR??? WHY WASN'T THE CLINICAL INSTRUCTOR PRESENT???**

11:02 THE "STUDENT" \*\*\*\*\***ADMITS**\*\*\*\*\* to causing MORE MICROTRAUMA, AND HAIR PULLING WHEN SHE RIPPED OFF THE BANDAGE, **WITH ALREADY** VISUAL BRUISING STATED IN THE RECORDING.

1. POOR JUDGEMENT, NO SUPERVISION!!!!
2. **WHERE IS THE CLINICAL INSTRUCTOR????????????????????**
3. **WHY WASNT THE "STUDENT" SUPERVISED????????????????**

GROSS NEGLIGENCE BY THIS "STUDENT". THERE IS NO WAY THAT "STUDENT" COULD \*\*\***OBJECTIVELY**\*\*\* KNOW IF THAT DOG'S LEG WAS OR WAS NOT INJURED AT ANY TIME WHILE IN THE CARE OF BANFIELD, UNLESS THERE IS 24 HR VIDEO SURVEILLANCE AVAILABLE.

**WHY DIDNT THE "STUDENT" GET HER CLINICAL INSTRUCTOR TO ASSIST?**

12:10 FEEL GOOD ABOUT THE DOCTOR THAT TOOK CARE OF YOUR ANIMAL???

HOW CAN I FEEL GOOD WHEN MY DOG IS IN PAIN, WITH **VISUAL** TRAUMA TO ITS LEG, GROWLING AND FIGHTING, BITING ITS OWNER BECAUSE IT'S IN FUCKING PAIN!!!!

I WAS TOLD BY LAURA IN A RECORDED CALL TODAY 9/10/2018 DR. ZETYE WOULD NOT RETURN UNTIL WEDNESDAY AND THERE WERE NO APPOINTMENTS ON THAT DAY.

**LIARS AND CROOKS!!!**

IS LAURA KEEPING ME FROM SEEING DR. ZETYE, OR ANOTHER DOCTOR BECAUSE OF POTENTIAL MEDICAL AND LEGAL FALLOUT FROM THE **GROSS NEGLIGENCE** AND **MALICE** OF BANFIELD EMPLOYEES AND MEDICAL PERSONNEL?

12:23 "GAVE ME THE DAMN DOG WITH NO EXPLANATION ABOUT WHAT HAPPENED WHAT TO EXPECT VIDEO CAMERAS SAW"

**NO EXPLANATION, NO NOTHING BUT A PIECE OF PAPER WITH INSTRUCTIONS ON WHAT TO EXPECT AFTER THIS INVASIVE PROCEDURE. WHO IN THE HELL ARE THESE PEOPLE???**

- **SHOULDN'T THE DOCTOR, OR A NURSE, OR A TECH HAVE SHOWED ME IN PERSON THAT BANFIELD ACTUALLY CLEANED THE DOG'S TEETH???**
- **SEE FIRST PARAGRAPH OF THIS COMPLAINT "NO CONSULT"**

**WHY WAS THEIR NO CONSULT AFTER THIS INVASIVE PROCEDURE? PETSMART VIDEO CAN BE SUBPOENAED.**

**12:50 "CAPTAIN OF THE SHIP" ... THE "STUDENT" AT THIS POINT BEGINS TO ARGUE WITH ME ...**

**\*\*\*\*\*AND TRIED TO JUSTIFY THE INJURY TO THE DOG BY SAYING THAT DR. ZETYE IS TOO BUSY AND DOESN'T HAVE TIME????? IS THAT WHAT THE "STUDENT" IS SAYING TO ME?\*\*\*\*\***

**13:28 "STUDENT" LAUREN, CONTINUES TO ARGUE WITH ME, THE CUSTOMER, ANIMAL OWNER, AND THE BOARD CERTIFIED MEDICAL PROFESSIONAL**

**WHERE IS THE "STUDENTS" SUPERVISION/CLINICAL INSTRUCTOR???????**

**13:35 STUDENT LAUREN THEN STATES ZETYE CALLED ME YESTERDAY WRONG!!!**

**AT THIS POINT THE "STUDENT" LAUREN IS GRASPING AT AIR TRYING TO DEFEND AN INDEFENSIBLE POSITION.**

**IS BULLYING 101 AN LYING 101 PREREQUISUTES TO WORK AT BANFIELD???**

**13:50 "STUDENT" LAUREN THEN STATES TO TAKE MY DOG TO URGENT CARE**

**WHY AM I TAKING THIS ANIMAL TO URGENT CARE WHEN BANFIELD HAS XRAY MACHINES ONSITE?????**

- **WHERE IS THE "STUDENT'S" CLINICAL INSTRUCTOR???**
- **WHERE IS THE ONSITE SUPERVISION FOR THIS VETERINARY "STUDENT"??? RACHEL STATED LATER IN THIS RECORDING DR. ZETYE WAS ONSITE.**
- **WHERE WAS DR. ZETYE???**
- **WHERE WAS THE NURSE I WAS SUPPOSED TO SEE PER KARI?**
- **WHY DIDN'T RACHEL ASK US TO WAIT FOR DR. ZETYE TO BE FINISHED WITH HIS "SURGERY"???**



- WHY DIDN'T RACHEL APPEAR EARLIER THAN 15 MINUTES INTO THIS TRAVESTY BY BANFIELD???

Oh that's right, Kari told me on the phone before I drove to Petsmart that Zetye was in surgery "**under anesthesia**". ZETYE HAD FULL KNOWLEDGE OF THIS EVENT AND RAN FOR THE HILLS, HENCE UNAVAILABLE FOR MY ANIMAL.

WHY WASN'T I TALKING TO A **NURSE** LIKE KARI STATED I WOULD BEFORE BRINGING MY DOG TO PETSMART?

I SAY AGAIN: WHY DIDN'T RACHEL ASK US TO **WAIT** FOR DR. ZETYE TO BE FINISHED WITH HIS "SURGERY"???

14:34 "STUDENT" LAUREN STATES TO TAKE DOG TO EMERGENCY CLINIC A FEW STREETS OVER.

**WHO IN THE HELL IS THIS "STUDENT" TO REFUSE MEDICAL TREATMENT TO MY ANIMAL???**

**WHO IN THE HELL IS THIS "STUDENT" TO TELL ME TO GO SEEK TREATMENT ELSEWHERE WHEN BANFIELD IS \*\*\*\*\*LEGALLY\*\*\*\*\* RESPONSIBLE FOR THIS ANIMAL'S HEALTH???**

AS THIS DOGS OWNER, A BOARD CERTIFIED MEDICAL PROFESSIONAL, AND A CONSUMER I HAVE EVERY RIGHT TO **VICICROUSLY** QUESTION THIS DOCTOR'S OFFICE AND THE PROCEDURE PERFORMED.

14:40 RACHEL **CONVIENTLY** ENTERS THE ROOM WHEN THE "STUDENT" STATES TO TAKE THE ANIMAL TO URGENT CARE. RACHEL **KNEW** THE "STUDENT" JUST BROUGHT A **LAWSUIT** ON BANFIELD BY REFUSING MEDICAL TREATMENT.

HOW LONG WAS RACHEL STANDING OUTSIDE THE DOOR?

I STATED TO RACHEL THAT I AM **INSULTED** I AM TALKING TO A STUDENT NOT THE DR. (OR A **NURSE** WHOM I WAS TOLD BY KARI ON THE PHONE I WOULD BE SEEING.)

AT THIS POINT RACHEL AND I SPOKE. I TOLD RACHEL I WOULD BE BACK MONDAY OR TUESDAY; THAT MONDAY WOULD BE **72 HOURS** AFTER THE PROCEDURE.

- WHY IS IT THAT LAURA TELLS ME 9/10/2018 TODAY, ZETYE WONT BE BACK IN THE OFFICE UNTIL **WEDNESDAY** AND THERE ARE NO APPOINTMENTS THAT DAY?
- **WHY ISN'T BANFIELD STANDING BY TO HAVE ANOTHER DOCTOR SEE MY ANIMAL IMMEDIATELY AFTER THIS SATURDAY EMERGENCY VISIT?**
- WHY ISNT BANFIELD TAKING **RESPONSIBILITY** FOR THIS ANIMAL?

- WHY DIDN'T RACHEL TELL LAURA OR STAFF I WAS COMING IN MONDAY???

IS ZETYE'S OFFICE PUTTING ME OFF HOPING I WOULD GO AWAY?

IT IS **MEDICALLY IRRESPONSIBLE** TO DENY MY ANIMAL MEDICAL TREATMENT AT THIS FACILITY AFTER WHAT HAS BEEN HEARD IN THIS RECORDING.

**WAS IT TOO HARD FOR RACHEL TO LET LAURA KNOW I'D BE CALLING FOR ANOTHER APPOINTMENT MONDAY???**

16:45 I NEVER SAID I DIDN'T TRUST ZETYE, NOR DID I SAY I DIDN'T TRUST THE "DOCTORS" AT BANFIELD.

**I WAS VERY CLEAR IN THIS COMPLAINT I WANTED TO SEE DR. CHRIOSTOPHER ZETYE \*\*\*PERSONALLY\*\*\*, NOT A NURSE, AND CERTAINLY NOT A "STUDENT"!!!**

**TO RESTATE:** AS THIS DOGS OWNER, A BOARD CERTIFIED MEDICAL PROFESSIONAL, AND A CONSUMER I HAVE EVERY RIGHT TO **VICICROUSLY** QUESTION THIS DOCTOR'S OFFICE AND THE PROCEDURE PERFORMED

18:50 STATING TO RACHEL THAT NO MATTER HOW MANY TIMES BOTH THE "STUDENT" OR HER SAY "WE ONLY DID THIS" THE **VISUAL** EVIDENCE SAYS DIFFERENT.

19:12 RACHEL TRIES TO DEFEND THAT NOTHING WENT WRONG YET THE DOG CANT **WEIGHTBEAR** ON THE LEFT LEG, THUS NEGATING ALL ARGUMENTS THAT BANFIELD DID NOTHING WRONG. TOE TOUCHING IS **NOT** WEIGHTBEARING!

**\*\*\*\*\*DOG HOLDING LEFT LEG UP!!!!!!!!\*\*\*\*\***

19:56 **DR. ZETYE IS ONSITE!!!!** 45 MINUTES TO TRAVEL TO PETSMART WITH RECORDED VISIT, ZETYE IS IN A PROCEDURE **UNDER ANESTISIA**, YET ZETYE CAN TALK TO RACHEL AND GIVE HER MEDICAL INSTRUCTIONS.

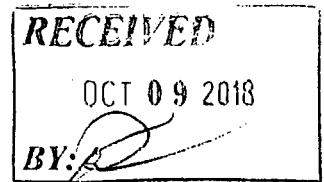
- DID RACHEL YELL FROM ACROSS THE ROOM TO GET THOSE INSTRUCTIONS TO AVOID GLOVING/MASKING UP?
- DID RACHEL GET CLOSE ENOUGH TO DR. ZETYE AND THE ANIMAL TO TRANSMIT AIRBORNE AND/OR DROPLET PATHOGENS IN THE DIRECTION OF THE SURGERY "**UNDER ANESTISIA**" WHILE CONSULTING ABOUT MY DOG?
- IS DR. ZETYE A MULTITASKER WHO CAN PERFORM SURGERY **UNDER ANESTESIA** & GIVE INSTRUCTIONS TO A SUBORNDINATE?
- ZETYE JUST DIDN'T WANT TO BE BOTHERED!!!!

19:45 RACHEL **DID NOT** DENY ZETYE WAS NOT THE PERSON WHO PERFORMED THE CLEANING.

I AM FILING THE FOLLOWING COMPLAINTS:

1. SUBSTANDARD CARE BY DR. CHRISTOPHER ZETYE
2. INADEQUATE SUPERVISION OF A VETERINARY STUDENT BY DR. CHRISTOPHER ZETYE
3. SUBSTANDARD CARE, AND GROSS NEGLIGENCE BY VETERINARY STUDENT "LAUREN"
4. DENIED MEDICAL TREATMENT OF MY DOG BY BANFIELD PET HOSPITAL

PER THE 12/31/2017 STATUE, I AM ALSO REQUESTING FULL REIMBURSEMENT FROM BANFIELD IN THE AMOUNT OF **\$332.00** FOR THE COST OF THE CLEANING.



October 9, 2018

Arizona State Veterinary Medical Examining Board  
Re: Case 19-25

To Whom It May Concern:

The following is my narrative response in regards to the case noted above.

Scott Sloan brought Apple, roughly 3-year-old Chihuahua rescue, in for her first dental prophylaxis with us on 9/7/2018. Our first exam with Apple was on 1/9/2018 and a second exam was performed on 6/12/2018. Her established health problems include moderate to heavy dental calculus with grade 1-2 periodontal disease. As well as an overweight body condition score of 6/9. She was otherwise healthy historically. At the time of admitting Apple between 7 and 8 am Scott Sloan had given staff trouble with pricing. Alleging that the price for the dental cleaning procedure was too high. He had tried to get the pricing reduced but as we explained the prices are non-negotiable. He accepted the charges and agreed to the treatment plan and dropped Apple off for the day. Apple had a routine visit. This includes obtaining a full physical exam, superchemistry and complete blood count in which was all significant values were within normal limits. A 22-gauge intravenous catheter was placed at the left cephalic vein using standard technique by a Certified Veterinary Technician (Haley). It was stabilized with white porous tape and protected with self-clinging wrap.

Apple was pre-medicated using conservative dosing of butorphanol and acepromazine. She was induced for general anesthesia using propofol IV and intubated in standard fashion. Anesthesia maintained using sevoflurane using a non-rebreathing circuit. A maintenance intravenous fluid rate established. Monitoring included electrocardiogram, oscillometric blood pressure and regular vital checking. Patient warmth maintained using warm water blanket and force hot air blanket. Anesthetic monitoring was providing by Lauren, a veterinary assistant. The cleaning was performed by Haley. I oversee all my dental prophylaxis patients with close attention and perform the final oral exam. Apple had a routine dental cleaning procedure including hand scaling where necessary, ultrasonic scaling, polish, then finished by using a chlorhexidine oral rinse. No further care was indicated. Apple was discontinued from anesthesia and recovered from the anesthesia uneventfully. At recovery, patient was placed in a heated kennel to bring her to safe temperature.

Once stable and past majority of anesthetic effects Apple's IV catheter was removed and replaced with a light pressure wrap using square gauze and self-cling wrap. This wrap was placed at a safe tightness using the 2-finger technique. Prior to and after Apple's procedure she did not have any lameness or trauma to her front left leg.

At time of discharge Mr. Sloan first paid his bill and was given a copy of his Invoice. Our system additionally prints out Outpatient Therapy Recommendations. This documentation includes Dental Prophylaxis Discharge Instructions. This handout goes over the procedure of having teeth cleaned as well as expectations at home, feeding instructions, problems to keep a lookout for as well as other information. It is our policy that every anesthetic patient is discharged by a veterinary assistant or technician to go over these instructions. The client is advised to remove the pressure wrap at home within roughly the next hour and how to do this. We ask owners to give us a call if they have issues. The patient is then brought up to the client.

The following day, as is our policy, our receptionist (Kari) called to check in with Mr. Sloan and see how Apple was feeling. Mr. Sloan went off on a verbal tirade with expletives. His complaint was that Apple would not let him take off the pressure wrap that morning (the day after). Our receptionist offered to have Apple in so that we could take the bandage off for Mr. Sloan. She explained that I was

with anesthetic patients and that Apple would be seeing a veterinary assistant. At the time of arrival, I was personally working with a patient under general anesthesia for dental prophylaxis. We had a veterinary assistant, Lauren, work with him to remove the wrap from Apple's leg with care. She did not "rip it off". She was kind and tried to help Mr. Sloan feel better and understand that soreness is not uncommon especially since the wrap was left on longer than we advised. Prior to removing the bandage, she asked Mr. Sloan nicely if we could use a soft muzzle for Apple and he agreed. Lauren notes that the wrap came off easily. Lauren is accepted to Ross veterinary college but has not started her curriculum. Mr. Sloan was calm most of the visit but was easily agitated and began to raise his voice and became combative. Our practice manager, Rachel, stepped in to replace Lauren and try to calm down Mr. Sloan. At this point the bandage was already removed from Apple's left forelimb and Mr. Sloan was ready to leave. She asked Mr. Sloan to return Apple if she has any unresolved lameness. During this entire process I was still with my general anesthetic patient. We have not seen Apple for care since this visit.

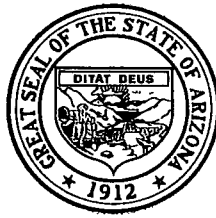
Mr. Sloan makes many incorrect statements. Lauren did not place the IV catheter on the day of the dental prophylaxis. Lauren's role was to monitor the anesthesia during her procedure. We do spend time going over discharge instructions for our dental prophylaxis patients and advise to remove the pressure wrap if the patient has one. Mr. Sloan heavily attacks Lauren in his complaint and this is not fair. She never claimed to have participated in inappropriate procedures. She is not a volunteer but rather a full-time Banfield employee. She is not in an internship role although she has been accepted to a veterinary school. She is fully qualified to assist our Veterinary Technician, Haley, with patient restraint as well as with anesthesia monitoring. Lauren discussed with Mr. Sloan that she is a small breed with more sensitive veins and that transient bruising or soreness at the site of a IV catheter is not uncommon. She is hired as a veterinary assistant. Mr. Sloan claims of negligence and poor supervision is categorically false. We have never declined to see Apple for care after her dental prophylaxis but Mr. Sloan has commented about never coming back again. We always tell owners that in the event that we cannot see a patient or urgent care is needed that there are local urgent care facilities not associated with Banfield that can be used.

Thank you for your consideration,

Christopher Zetye, DVM

A handwritten signature in black ink, appearing to read "C. Zetye", is written over a horizontal line.

10/9/2018



**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039

VETBOARD.AZ.GOV

**INVESTIGATIVE COMMITTEE REPORT**

**TO:** Arizona Veterinary Medical Examining Board

**FROM:** AM Investigative Committee: Robert Kritsberg, D.V.M. - Chair  
Ryan Ainsworth, D.V.M.  
Christina Tran, D.V.M.  
Mary Williams  
Carolyn Ratajack

**STAFF PRESENT:** Tracy A. Riendeau, CVT – Investigations  
Sunita Krishna - Assistant Attorney General

**RE:** Case: 19-25  
Complainant(s): Scott Sloan  
Respondent(s): Christopher Zetye, D.V.M. (License: 6056)

**SUMMARY:**

Complaint Received at Board Office: 9/14/18  
Committee Discussion: 12/4/18  
Board IIR: 1/16/19

**APPLICABLE STATUTES AND RULES:**

Laws as Amended August 2018  
(Lime Green); Rules as Revised September  
2013 (Yellow).

On September 7, 2018, "Apple," a 2-year-old female Long haired Chihuahua was presented to Respondent for a dental cleaning. Blood work was performed, an IV catheter was placed and the dental was completed. The dog recovered and was discharged later that day.

The following day, the dog tried to bite Complainant when attempting to take the bandage from the IV catheter off the dog's leg. The dog was brought to the premise where a veterinary assistant removed the bandage.

The dog was lame after removal of the bandage and Complainant was not able to speak to Respondent regarding his concerns with the dog's condition.

**Complainant was noticed and appeared telephonically.**  
**Respondent was noticed and did not appear.**

**The Committee reviewed medical records, testimony, and other documentation as described below:**

- Complainant(s) narrative: *Scott Sloan*
- Respondent(s) narrative/medical record: *Christopher Zetye, DVM*

**PROPOSED 'FINDINGS of FACT':**

1. On September 7, 2018, the dog was presented to Respondent for a dental procedure. Upon exam, the dog had a weight = 10 pounds, a temperature = 100.2 degrees, a heart rate = 130bpm and respiration rate = pant. Respondent noted the dog had heavy plaque and moderate gingivitis, and was overweight (6/9 BCS). An IV catheter was placed, by CVT Haley, and Lactated Ringer's Solution was initiated. The dog was pre-anesthetized with butorphanol and acepromazine, induced with propofol, and maintained on Sevoflurane. The dental was performed; the dog recovered and was placed in a heating cage to help bring her temperature back up.

2. Later that day the dog was discharged to Complainant. Respondent stated in his narrative that after Complainant paid his bill, he was given a copy of the invoice and printouts of outpatient therapy recommendations which included dental prophylaxis discharge instructions. The instructions go over the procedure and expectations at home, feeding instructions, problems to keep a lookout for as well as other information. Respondent further stated that it is their policy that every anesthetic patient is discharged by a veterinary assistant or technician to go over the instructions. Instructions are given to the client to remove the pressure wrap (from the IV catheter) at home within roughly the next hour and how to do this. Clients are instructed to call with any issues.

3. The following day, receptionist Kari called Complainant to check on the dog. According to Kari, Complainant immediately began to yell, using profanities, that the dog was limping and attempted to bite him when he tried to remove the bandage. Kari offered to have Complainant come in to have technical staff remove the bandage – Complainant told her that Respondent better be there to look at the dog as he had several issues to discuss with him. Kari explained that Respondent was with a patient that was under anesthesia and would likely not be available. Complainant could come in and be seen by staff or he could take the dog elsewhere.

4. Complainant arrived and veterinary assistant, Lauren, met with Complainant to remove the bandage from the dog's leg. Complainant recorded the interaction.

5. According to Complainant, Lauren was an intern, a volunteer, that was unsupervised. She admitted to placing the IV catheter and had ripped the bandage off from the dog's leg. After the bandage was removed, the dog was toe touching and not bearing weight on the left front leg. Complainant felt her conduct was unprofessional and she was cruel to his dog. Complainant also believes that Respondent was negligent for allowing Lauren to be unsupervised, as well as unprofessional for not examining the dog to ensure an injury was not present or had occurred.

6. It is not clear if Respondent reached out to Complainant to address his concerns after that day.

**COMMITTEE DISCUSSION:**

The Committee discussed it appeared the bandage that was placed on the dog's leg after

removal of the catheter was not too tight due to no swelling being present. It was obvious that the dog was sensitive and did not like having his leg touched. The Committee felt it was possible that due to the IV catheter, the dog could limp for a day, although it was not a permanent lameness.

The Committee discussed that although the discharge instructions did not instruct Complainant to remove the bandage after a couple hours of arriving home, he was verbally advised to do so at the time of discharge.

**COMMITTEE'S PROPOSED CONCLUSIONS of LAW:**

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

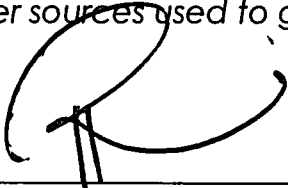
**COMMITTEE'S RECOMMENDED DISPOSITION:**

**Motion:** It was moved and seconded the Board:

*Dismiss this issue with no violation.*

**Vote:** The motion was approved with a vote of 5 to 0.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*



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Tracy A. Riendeau, CVT  
Investigative Division